

# ENVIRONMENTAL SERVICES

Nancy Petersen – Interim Director

<http://cms3.tucsonaz.gov/es/>

**Mission Statement:** To promote a healthy Tucson community by providing innovative and effective waste management and environmental protection services.

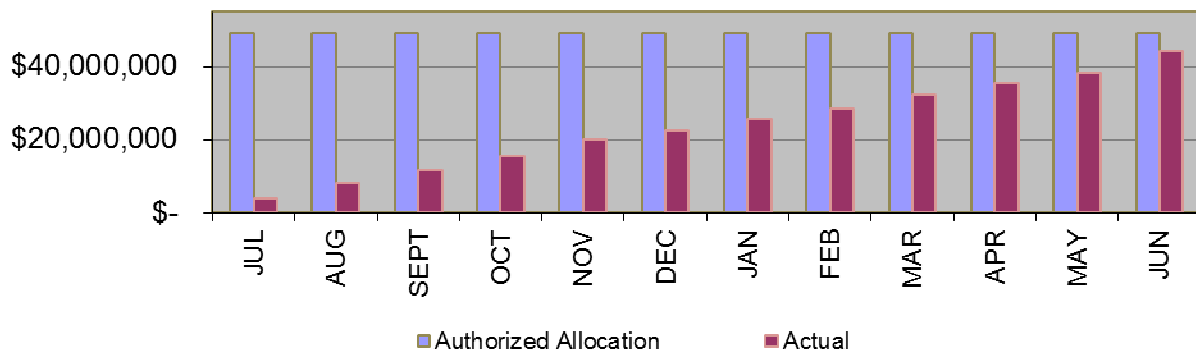
## Staffing Levels – June 2012

DEPT	AUTHORIZED*	ACTUAL	VACANT
ES	238.0	215.0	23.0

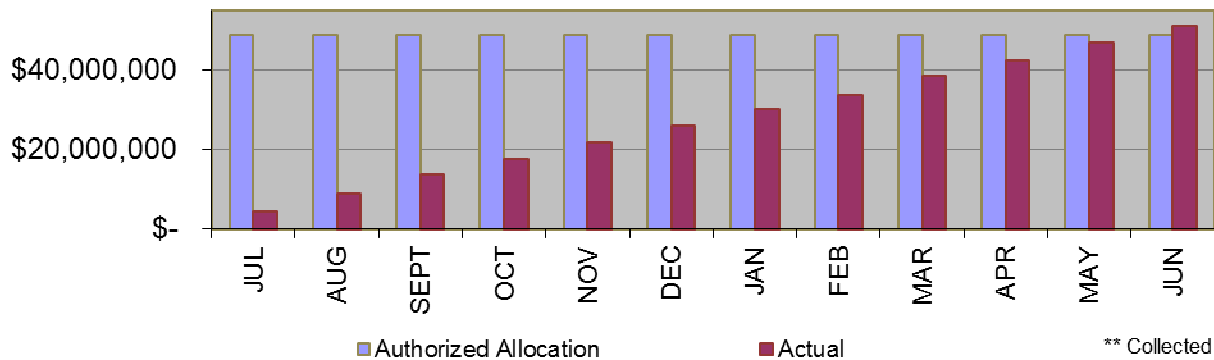
\* Authorized reflects the elimination of 3 vacant FTEs: Environmental Scientist, Management Assistant, Recycling Coordinator

## Operating Budget and Revenues – Fund 002

**FY 2012 Expenditures - Authorized Allocation vs. Actual**



**FY 2012 Revenues - Authorized Allocation vs. Actual\*\***



### Number of Collection Customers

- Metal Service 3,296 accounts

### Low Income Participants

- 3,274

### Recycling Tonnage

- Residential 2,746 tons
- Commercial 266 tons

### Landfill Tonnage

- Residential (B&B included) 11,877 tons
- ES Commercial 5,728 tons
- Commercial Haulers 16,769 tons

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### Environmental Management Program (EMP) Incidents (Citywide)

- Two EMP incidents occurred in June. Two reclaimed water line leaks were reported and repaired.

### Call Statistics

- Percentage of calls answered: 98.4%
- Average answering time: 9 seconds

### Service Complaints

- 558 out of approx. 950,000 services provided

### Critical Issues

- N/A

### Projects

- ES announced the opening of the new Materials Recovery Facility which will allow the community to recycle all plastics except for film and Styrofoam. The department is preparing and distributing new outreach materials, including a utility services bill insert, and planning a grand opening celebration in the Fall.
- In support of ES code changes over the last few years, ES is updating their Administrative Rules. The department plans to complete the update by the Fall and file the Administrative Rule with the Clerk's Office.

### Department Accomplishments/Kudos

- ESAC member Yvonne Merrill e-mailed to thank Collections for arranging the educational ride-a-long. She followed up with her neighborhood to "remind them about their responsibilities for the privilege of having our trash picked up" and learned of an ES recycle driver who saw a neighbor struggling with plant roots in big concrete pots and stopped to assist. His help was appreciated and he was deemed a "very caring person!"
- A resident called to compliment ES Operator Mario Romero on a great job. Litter had flown out of the truck and onto the ground as the container was being emptied. Mr. Romero exited the truck to clean up and re-empty the container. The customer was very thankful for the extra effort.
- A customer called to compliment her driver, Robert Owen, who stopped to help as she was struggling to get her bins to the curb.
- A customer wrote to thank the department for their thoughtfulness. Her 91-year-old neighbor sets her trash out by her mailbox. The driver noticed that it had not been set out recently so he notified his supervisor. The supervisor went by to make sure the lady was ok. The customer thanked "everyone in the department for caring about the people in our community...We are lucky to have people like you working for the City of Tucson."